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# WDTIP Bulletin

Date: February 2005

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## WDTIP UPDATE

Production data is currently received from 56 converted counties. From December 2004 through February 2005, the following WDTIP system modifications were made:

- On December 17, 2004, San Bernardino County's C-IV Consortium initial load conversion to WDTIP was completed.
- On January 2, 2005, Placer County converted to CalWIN. Active cases in WDTIP for Placer County have been converted to the new CalWIN case serial numbers. Placer County's existing legacy data remains in WDTIP.
- On January 5, 2005, the Riverside County's C-IV conversion to WDTIP conversion was completed with the county legacy data remaining in WDTIP and daily updates submitted from C-IV.
- On February 10, 2005, WDTIP expanded the time clock fields from two to three digits. With the implementation of program extenders and extension of assistance beyond the five-year limit as identified in County Fiscal Letter (CFL) No. 03/04-36, time clocks may exceed the two character field limitation. The CFL can be obtained at the California Department of Social Services (CDSS) website located at [http://www.dss.cahw.net.gov/getinfo/cfl03/pdf/03-04\\_36.pdf](http://www.dss.cahw.net.gov/getinfo/cfl03/pdf/03-04_36.pdf).

## WDTIP's WORK IN PROGRESS

- Working with Stanislaus and Modoc Counties to schedule conversion dates.
- Continue to work with WCDS-CalWIN to perform user acceptance testing of the WDTIP conversion/interface programs. Sacramento is the next county scheduled to convert to CalWIN; target implementation date is March 2005.
- On December 17, 2004, January 06, 2005, and February 1, 2005, WDTIP staff sent 311 and 312 Exception Reports to the counties. WDTIP staff is working with the CDSS staff and the counties to determine a cutoff date for 311 and 312 exceptions. Once a cutoff date is determined, WDTIP staff will make the necessary changes to the WDTIP system so that any 311 and 312 exceptions sent after this date will be rejected.

## **COUNTY INFORMATION SHEET**

On February 14, 2005, the CDSS updated the WDTIP County Contacts List. The Contacts List may be found on the WDTIP Library website. If you have any changes to the current County Contacts List, please send your changes to Helen Hernandez at [helen.hernandez@dss.ca.gov](mailto:helen.hernandez@dss.ca.gov) or call (916) 654-5163.

On February 14, 2005, the County Information Sheet was updated for Merced, Riverside and San Bernardino Counties and posted to the WDTIP website.

## **CDSS CONTACT**

Joseph Hoffman has joined CDSS' Welfare to Work Division as the new WDTIP program analyst on time limits. Joseph Hoffman's email is [joseph.hoffman@dss.ca.gov](mailto:joseph.hoffman@dss.ca.gov) and his phone number is (916) 654-3386.

Chris Minnich is Joseph Hoffman's manager. WDTIP Policy questions should be submitted in writing to Chris at [chris.minnich@dss.ca.gov](mailto:chris.minnich@dss.ca.gov). WDTIP WTW Policy questions should be directed to Karen Kennedy at [karen.kennedy@dss.ca.gov](mailto:karen.kennedy@dss.ca.gov) or (916) 657-3400.

## **WDTIP HELP DESK**

If you have any suggestions on how we can do a better job providing you with help desk support, please contact the WDTIP Help Desk.

Please remember that the WDTIP Help Desk was established as a second-level response for county WDTIP issues. It is expected that your Consortia Help Desk be the first contact when trying to resolve WDTIP issues.

When calling the WDTIP Help Desk regarding a processing or transaction problem, please provide the following list of items. These items will help staff provide better customer service:

- CIN or SSN. (NOTE: Do not send this information electronically due to data security concerns).
- TRAC screen prints and other examples as appropriate. When possible, it is very helpful to also provide examples of the record(s) before the problem occurred.
- Batch number and date in which transactions were sent.
- Related exception information.
- Any other information you feel will assist in resolving the problem.

## **EXCEPTION FILES**

Counties send transactions to the WDTIP for nightly batch processing. After processing, the WDTIP returns exception files to the counties which list transactions that are incorrect due to nonconformity of system rules. It is the counties' responsibility to research and correct the data errors identified in the exception files. Without these corrections, the data contained in the WDTIP system may be inaccurate and the quality of the information may continue to degrade over time. If you have questions, please contact the WDTIP Help Desk.

## **POLICY CORNER**

ACLs or ACINs relating to the WDTIP and/or time tracking requirements can be accessed through the WDTIP Library website or the CDSS website at <http://www.cdss.ca.gov/lettersnotices/default.htm>.

## **WDTIP TRAINING REGION**

All counties have the option of conducting staff training in the WDTIP's Training Region (TRAT). User IDs and CINs are available for your county. If interested, contact the WDTIP Help Desk.

## **REMINDERS**

- WDTIP website address is [www.wdtip.cahwnet.gov](http://www.wdtip.cahwnet.gov).
- WDTIP reference materials may be found at:  
<http://www.wdtip.ca.gov/library.htm>.
- WDTIP Help Desk toll-free number is (877) 365-7378.
- Help Desk fax number is (916) 229-4487.
- Staff is available from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- WDTIP staff and county contact information is in the Contact Section of the WDTIP website. County contact information is in the Library Section of the WDTIP website under WDTIP County Contact List.